



Telecloud service

install · secure · usage · replacement

- ✓ Need help getting started with your device?
- ✓ Questions about using your mobile device?
- ✓ Is your mobile device getting slower and slower?
- ✓ Troubled by viruses?
- ✓ Freezing or even crashing?
- ✓ Want to insure your device against theft, loss or damage?
- ✓ Is your device sufficiently secured?



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| Services | Service Package | | |
|---|--------------------------------|-----------------------------------|------------------------------------|
| | ★ Silver | ★★ Gold | ★★★ Platinum |
| Help with purchase | | | |
| Advice on choice of hardware (device and accessories) | ✓ | ✓ | ✓ |
| Advice on connectivity | ✓ | ✓ | ✓ |
| Advice on cloud services | ✓ | ✓ | ✓ |
| Help with starting up | | | |
| Screen protector installation (ex. purchasing costs) | ✓ | ✓ | ✓ |
| Installation of user accounts, SIM, network | ✓ | ✓ | ✓ |
| Email account set-up | ✓ | ✓ | ✓ |
| Internet set-up (WiFi, VPN) | | ✓ | ✓ |
| Anti-virus installation and configuration (Android only) | | ✓ | ✓ |
| Security installation and configuration (password, camera, roaming, etc.) | | ✓ | ✓ |
| Cloud services installation and configuration | | | ✓ |
| Help with use | | | |
| Installation and configuration for SIM changes | ✓ | ✓ | ✓ |
| Service & support telephone line | | 5x8 | 7x24 |
| Password reset | | ✓ | ✓ |
| Standard check-up: operating system update, firmware | | ✓ | |
| Extensive check-up: operating system update, firmware and apps (including security) | | | ✓ |
| Help with cost management | | | |
| Detailed breakdown of the connectivity costs (1x per month) | | | ✓ |
| Connectivity check-up: comparison and optimization of the costs (1x per quarter) | | | ✓ |
| Detailed report including breakdown of cloud services usage (1x per quarter) | | | ✓ |
| Help in event of loss, theft or damage | | | |
| Locating the device | ✓ | ✓ | ✓ |
| Blocking and clearing the device | ✓ | ✓ | ✓ |
| Repair service (within term of guarantee) | | ✓ | ✓ |
| Replacement service | | < 24 hours | < 4 hours |
| Insurance for loss, theft, falling and impact damage, and misuse up to €3500 | | | ✓ |
| Help with termination | | | |
| Settlement when handing in hardware (device and accessories) and SIM card | ✓ | ✓ | ✓ |
| Deleting corporate data from the device | | ✓ | ✓ |
| Deleting accounts (and any data) from cloud services | | | ✓ |
| | € 5,- per user per month | € 7,50,- per user per month | € 12,50,- per user per month |

